

REAL ESTATE

Follow all guidelines recommended for **ALL BUSINESSES** and **additionally**:

OFFICES:

a. All brokers, agents and employees (“Agents”) must wear masks while at work or while working, whether at an office or in the field.

b. Customers/clients entering an Agent’s building or office must wear masks.

c. Masks are to be worn at all times. No mask, no entry.

d. Hand sanitizers must be provided at the entrance Agent’s office and at each Agent’s desk.

e. Agents must maintain at least six (6) feet of separation from each other and their customers and clients at all times.

f. Doorknobs, tables, furniture, frequently touched surfaces, pens and other instruments must be wiped and sanitized before and after each use.

g. In office meetings of any kind are prohibited. Meetings must be by conducted by telephone or teleconferencing.

h. Agents must go home to self-isolate if they experience any recognized symptoms of COVID-19. Any Agent who has experienced COVID-19 symptoms must test negative prior to returning to work.

i. Physical open houses are prohibited. Virtual open houses are permitted.

j. Bathrooms must be cleaned regularly throughout the day.

k. CDC and DPHSS guidelines will supplement and automatically be made a part of this protocol list

PHASES

Masks and other precautionary measures suggested by the CDC or DPHSS must be used by all Agents and their customers until otherwise directed by the Governor of Guam or DPHSS. Real estate showings must be by appointment only.

Phase 1)

- a. Either the buyer's Agent or the listing Agent may provide access to property for sale or lease, including unlocking lockboxes.
- b. Listing Agents may open doors for a buyer's Agent. A potential buyer or renter is permitted to enter the property for inspection, accompanied by no more than two (2) other people, including his or her Agent. Inspectors and appraisers are permitted to enter the property. The listing Agent must sanitize the property's interior and doorknobs and secure the door after any showing.
- c. Contractors are permitted to enter the property for repairs and renovation work.
- d. No keys shall be passed from the listing Agent to a buyer or renter except upon a final move-in inspection, and except as otherwise stated herein. The listing Agent may provide the keys to appraisers, inspectors, contractors, and escrow agents at the close of escrow and to the tenant at upon move-in.
- e. Buyers and renters may conduct physical inspections and a final walk through.
- f. Tenants must obtain keys from their own Agent.
- g. All keys must be sanitized after each use.
- h. Closing shall take place using protocols as established by the title companies and the Department of Land Management.

Phase 2)

- a. Everything returns to normal process with safe business practices in place.

REALTORS® KEEP GUAM REAL SAFE PROCEDURES

STEP 1 – LISTING AGENT

- a. All surfaces must be disinfected, including but not limited to doorknobs, locks, light switches, lockboxes, keys, and countertops.
- b. All opened doors and windows must be closed, secured and disinfected.
- c. All toilets should be marked with a sign reading "DO NOT USE."

d. All listing Agents must wait outside the property until the buyer and his or her Agent have exited the property.

e. All Agents must obtain their customers' signatures on the GAR-approved COVID-19 indemnity, release and hold harmless agreement prior to any real estate showing.

STEP 2 – BUYER'S AGENT

a. There must be no more than three (3) people in a residential unit at one time (including buyer and buyer's agent).

b. Buyers and their Agents must refrain from touching surfaces and objects unnecessarily.

c. Buyers and their Agents must leave the property as soon as practicable.

d. All property must be shown by the buyer's agent, not the listing Agent.

e. All Agents and their customers must wear masks during any showing, and limit conversations.

STEP 3 – LISTING AGENT

a. After a showing, the listing Agent must disinfect any surfaces or objects the Agent or the buyer has touched, lock opened doors and windows, and depart the property.

References:

**As provided by Guam Association of Realtors® Recommended Procedures and Safe Practices for All Real Estate Brokers and Agents. 2020.*

National Association of Realtors®. Sample Preparedness Plan for Circumstances Relating to COVID-19. March 24, 2020.

Business Recovery Advisory Team. May 6, 2020